



8. CODE OF CONDUCT

8.1 CODE OF ETHICS

What the Code of Practice for Housing Associations says:

Ethical and legal standards

The association will adopt the highest ethical standards and abide by all applicable legislation, including ensuring there is equality of opportunity and access to the association's services, employment and management and that there is confidentiality in relation to personal records.

Conflict of interest

The Board of Directors will maintain a public register of the financial and personal interests of directors and establish a written, public policy for the payment of out pocket expenses for directors.

Employees of the association will be responsible to the Board of Directors as their employer and will adhere to the stated policies of the association, including in their dealings with contractors or suppliers of goods to the association.

LEGAL AWARENESS AND COMPLIANCE

I will make every effort to be fully aware of the way the law may affect my actions and decisions on behalf of the organisation. I will not knowingly do anything that contravenes the law.

Specifically this will include:

- Making a conscious effort to prevent anything illegal (or with potentially illegal consequences) being done in the name of the organisation or whilst undertaking the organisation's business
- Seeking legal advice, by reference to printed resources or people with appropriate expertise, whenever doubt exists about the legality of actions, practices or policies
- Being familiar with the Residential Tenancies Act (this applies particularly to staff)
- Being familiar with relevant incorporation, company and employment law, as outlined in the relevant policy sections (this applies particularly to staff with responsibilities in these areas and to all management members)

- Being aware of the coverage and implications of the Anti-Discrimination Act and other anti-discrimination laws for all our actions, decision making and policy setting
- Under no circumstances engaging in or tolerating physical or verbal abuse of staff, management members, clients and colleagues in other agencies.

I will take steps to rectify unintentional illegal action as soon as it is known, in accordance with the appropriate operational or management procedures. What happened and what is being done about it will be reported to a management meeting.

I understand that intentional illegal action, or illegal action resulting from my incompetence or negligence, will result in the disciplinary procedure being implemented immediately. In extreme cases illegal action may result in criminal prosecution.

ETHICAL BEHAVIOUR

Commitment to social justice

I will act in accordance with the principles of social justice through a practical commitment to:-

- **Equity** – a fairer distribution of economic and social resources and power – by not judging people, respecting individual difference and acting to address inequalities in housing access and provision.
- **Access** – fair and equal access for all people to services that are important for their quality of life and well-being – by giving information clearly and simply and appropriately to enable clients to make choices in their access to housing services; being competent and delivering services based on thorough knowledge of policy and practice.
- **Participation** – maximising the opportunity for people to control and make decisions about issues and circumstances that directly affect their lives and their personal development – by facilitating and welcoming appropriate involvement from clients of the service.
- **Rights** – developing fairer and more comprehensive social, economic, political and civil rights for all people and maximising the ability of people who are traditionally marginalised or disadvantaged to achieve their rights – by making sure people get the service they are entitled to, not just what they know to ask for or expect.

Strive for 'best practice'

I will strive for the development of 'best practice' in all housing management and organisational management activities in which I have a role, through a commitment to:

- Continuous improvement of the way we do things
- Working closely with other organisations interested in the professional development of the social housing sector
- Implementing sector-endorsed good practice guidelines
- Having policies and procedures that reflect the most appropriate models of good practice for our organisation and our community
- Making sure current policies are clearly written down so that they are known and understood by all staff and management and available to our clients and other organisations.
- Consistency about the way current policies are put into practice
- Regular monitoring, evaluation and change
- Training and development opportunities for ourselves and others.

OBSERVE CONFIDENTIALITY

I recognise that confidentiality is an important principle in many aspects of our work, and particularly in the client :worker and employee: employer relationships.

I will observe our confidentiality principles at all times:

- Nothing learnt about a client, including the fact of their contact with the organisation or their tenancy, will be passed on to anyone outside the organisation in a manner that identifies the client (eg; checking an applicant's credentials through a Real Estate agent who subscribes to the TICA database) without that person's express consent (preferably a completed Consent to Disclose form).
- Some government departments, the police and the courts have a legal right to information about individuals, but only under some circumstances and to a specified extent (related to a specific Act or Regulation). When such a request for information about an individual is made, their credentials and the legal authority they are invoking will be checked, in writing, before any information is disclosed.
- In extreme circumstances where a breach of confidentiality may be deemed to be in the best interest of the client or the service, the matter will be brought to the attention of the worker responsible and also to management at the earliest possible opportunity. Where possible this will be before confidentiality is breached.
- Any personal information about clients, staff, members or management will not be discussed outside the organisation, or inappropriately with anyone inside the organisation (eg

information about an employee should not be freely discussed with other employees, other than their direct manager)

- Confidentiality will be maintained after a person ceases to be an employee or management member.

As an employee I will:

- Explain to a client who asks me to keep something confidential, that confidentiality cannot be maintained by one person, but will be observed within the staff team and within the organisation as a whole on a “need to know” basis
- Regularly debrief with other workers about individual clients to ensure that all workers are able to deal with situations appropriately and efficiently.
- Inform anyone requesting information about an applicant or tenant, including family members, other organisations, government departments, the police and the courts of our confidentiality policy.
- Seek the appropriate written authority from government departments, police and the courts before disclosing any information that I am legally obliged to disclose.
- In all other circumstances, make referrals or discuss a client with another agency only with the express consent of the person concerned, and preferably in their presence.
- Discuss the option of signing a Consent to Disclose form with all tenants who have a support or advocacy relationship that may be crucial to their tenancy being successful.
- Safeguard the privacy and self respect of applicants and tenants by ensuring private space is available when I speak with or interview them.
- Give clients access to any file or written record about them, that their request and with reasonable notice (taking care to protect the privacy and confidentiality of others).
- Make sure that information about tenants and applicants (including lists with names and addresses, personal files and notes, names on files or whiteboards) are not visible or easily accessible in public areas in the office.

As a management member I will:

- Not expect to have automatic access to personal or identifying information about applicants or tenants. General housing management information reported to meetings of management (eg; rent arrears action; tenant selection and allocation statistics) may identify individuals by a code rather than their name or address. Specific information may identify individuals on a ‘need to know’ basis (eg reasons for allocations, terminations of tenancies, complaints and appeals, exceptions to policy) specified in management reporting policy and procedure.

- Not ask to view applicant or tenant files, except with the authorisation of management in appropriate circumstances (eg in connection with the resolution of a complaint or dispute, or as part of a service evaluation)
- Not request access to personal information or files about staff or other management members, except with the authorisation of management in appropriate circumstances (eg; in connection with a staff or management grievance or disciplinary action, or to resolve a request for special consideration from that staff member).

AVOID CONFLICT OF INTEREST

Conflict of interest concerns the potential for improper conduct by management members and employees in carrying out the business of the organisation. This may be as a result of relationships and responsibilities we have outside the organisation, or multiple roles and relationships between people inside the organisation. These external or multiple interests may improperly influence us, or it may appear to others that they do.

In many cases only the individual concerned will be aware of the potential for conflict of interest. I understand that it is my duty to either avoid or disclose these situations and that a potential conflict of interest must be brought to the attention of management at the earliest possible opportunity.

To avoid actual and perceived conflict of interest, I will:

- Declare all known possible conflicts of interest in the Register of Interest (it is my responsibility to keep my declaration up to date) and disclose any potential conflict of interest in matters as they arise
- Be excluded from receiving papers, taking part in discussion or voting in matters where I have an actual or perceived conflict of interest.
- Not apply for housing with the organisation after my employment or election to a management position, unless to do can be clearly justified by our tenant eligibility, selection and allocation policies
- Explain to applicants for housing with whom I have any relationships the importance of declaring any relationship to employees or management members (relatives, friends and associates of staff and management will receive not special treatment or disadvantage in access to services) by completing fully the appropriate section of the application form
- Not participate in discussions or decisions about my own tenancy (if housed) or housing application (if any applicant), or that of someone with whom I have any personal or financial relationship

- Refuse to accept gratuities, personal gifts or personal advantage from contractors, suppliers or clients of the organisation (small gifts in appreciation from applicant or tenants need not be refused, particularly if in my best judgement that would cause offence, but if in doubt the matter will be disclosed to management)
- Document and bring to the attention of management, any arrangements I have made with tenants or applicants related to services or work carried out for the organisation, whether paid or unpaid (in the manner of staff and management conflict of interest declarations)
- Report appropriately on all requests for payment of money to me, other than contractual payments or claims from petty cash (eg; sitting fees and reimbursement of expense to management members, out of pocket claims by staff) for approval before payment is made and preferably before the expense is incurred.

Approved by Board 20 Feb 2007

8.2 CODE OF PRACTICE

BE ACCOUNTABLE

What the Code of Practice for Housing Association says:

Accountability

The association is responsible for the maintenance and management of publicly funded assets and will ensure that its policies and practices are transparent, in that they are written and communicated in a way that can be understood by tenants and applicants, and are made available for public scrutiny. The association will operate as a non-profit community housing manager that is accountable to its tenants, prospective tenants, the local community and funding agencies, both government and private.

I will be accountable for my actions in meeting our organisation's financial, legal and social responsibilities and complying with all contracts and agreements related to the business of running our community-managed housing association.

This will include all forms of accountability relationship:

- Internal (eg staff to Executive Officer Executive Officer to management)
- External (eg management responsibilities to funding and regulatory bodies and to the wider community) and;
- With clients (this relationship is both internal and external, since clients include tenants and applicants).

My personal commitment to being accountable is that I will:

- Act according to the spirit and the letter of the law
- Be aware of and put into practice policy and practice guidelines
- Comply with all proper instructions and directions within the bounds of my role
- Co-operate fully in evaluations and appraisals
- Maintain adequate records in relation to my role
- Report in the manner required of me
- Seek to resolve all problems fairly, promptly and effectively

I will take an active part in our collective responsibility for making sure the organisation has in place the systems, policies and procedures that are necessary for us to be accountable.

- **Clear responsibilities and expectations of performance** through: planning and making clear agreements, developing and adopting standards, developing and implementing policies

and procedures, and being clear about rights and responsibilities of individuals and groups involved

- **Agreed methods for having performance assessed** including the use of : performance criteria; data and statistics for monitoring and overviews; and evaluations.
- **Clear methods for reporting** both internally and externally
- **Agreed methods for responding** when accountability relationships fail or raise issues that need to be dealt with, for example staff grievances or tenant complaints

BE PROFESSIONAL

What the Code of Practice for Housing Associations says:

Professional standards of management

The association will ensure that professional standards are adopted and maintained in all aspects of its activities including a commitment to take advantage of any opportunities to access appropriate training for directors, employees and tenants, and the pursuit of relevant qualification/skills for all those involved in the management of the organisation. The association will act to promote and maintain the professional development of the sector.

I will carry out all duties and all dealings with clients, colleagues and other people and groups in a professional manner.

I understand that unprofessional conduct includes:-

- **Official misconduct** -actions that are improper in the context of carrying out my duties (eg a criminal act, including harassment, violence, fraud, knowingly breaking the laws, being drug or alcohol affected at work, persistent flouting of policy)
- **Neglect of duty** – failing to take my responsibilities seriously (eg; not turning up to meetings; ignoring crucial areas of my job description; wasting time or money)
- **Breach of public trust** - improperly using my position to gain personal advantage or power (eg. sexual relationship with a client, accepting favoured treatment by the organisation’s contractors)
- **Improper use of information** - using personal or privileged information frivolously, vindictively, for personal gain, etc.
- **Plagiarism** – presenting another person’s or organisation’s work as one’s own work by presenting, copying or reproducing it without acknowledgment of the source (eg. in reports, policy formulation etc.)
- **Failure to meet care, skill and diligence obligations** - not being competent to the best of my ability and failing in my duty of care (to avoid error, misrepresentation, exaggeration and omission, and to maintain the safety and security of clients, staff, properties and the office).

I will:

- Be honest, courteous, non-judgemental and respectful
- Be concerned with good client service, in particular empathy (attention to individuals), diligence (attention to the job at hand), competence (attention to knowing what you are doing)
- Avoid causing distress or harm to clients and colleagues
- Draw a clear distinction between my professional relationships and personal relationship with others in the organisation
- Seek to solve problems and avoid conflict
- Co-operate, consult and communicate openly with others
- Create and maintain a safe work environment
- Take advantage of opportunities to access appropriate training, broaden and develop the skills I need and gain relevant qualifications
- Make best possible use of the organisation's resources and property, and expect high standards of contractors and suppliers
- Always represent the organisation in a positive way
- Take matters of concern about the organisation to external agencies only after reasonable attempts to resolve them have been taken through normal business channels or internal conflict and dispute resolution processes.

I will not:

- Express publicly or act on personal values, beliefs or ideologies that are contrary to those agreed and documented by this organisation
- Misuse information gained in the course of employment or membership of management
- Abuse my personal or organisational power in relationships with others in the organisation or with client
- Act in the name of the organisation on any matter or make public comment on the business of the organisation without clear delegation from management to do so.

COMMITMENT TO SERVICE QUALITY

What the Code of Practice for Housing Associations says:-

Service Quality

The association will work in the wider housing sector and other associated organisations to improve the quality of the service delivered to tenants and applicants, with the aim of providing appropriate, secure and affordable housing. The association will undertake regular reviews of its performance against stated policies.

I am committed to assisting the organisation provide housing that is appropriate, secure, affordable and of an acceptable standard, and will work co-operatively with other housing and non-housing organisations so that people in housing need receive high quality services.

The services provided by our organisation include the housing we provide, how we manage these properties, the way we deliver housing services, the conduct of staff and management, and our referral to and assistance with non-housing services.

I understand that to maintain and improve the quality of our services requires attention to the following:-

- **Setting agreements that clearly state client's rights and responsibilities** so that applicants and tenants (and agencies working on their behalf) have expectations of the service that the organisation has the capacity to deliver and they understand their rights and their responsibilities.
- **Providing services to these specified standards** by adherence to written and publicly available policies and procedures (eg policy manual, residential tenancy agreement, tenant handbook, publicising the Code of Practice and the Standards)
- **Providing methods for the enforcement of the agreements** such as complaints and appeals systems that are effective and accessible
- **Using client feedback in service evaluation and planning** through methods such as client satisfaction surveys, consultative meetings, informal client comments and suggestions.

In the delivery of quality service, I am committed to demonstrating:

- **Reliability** – consistency of performance and dependability (eg keeping to advertised office hours and appointment times; meeting repair time targets)
- **Responsiveness** – willingness, readiness and timeliness (eg showing of interest and being attentive when presented with a client's housing or support needs, facilitating the most appropriate and effective solutions)
- **Competence** – possession of the required skills and knowledge (eg only dealing with those issues and situations you have the expertise to deal with, finding out what you need to know)
- **Accessibility** – approachability and ease of contact (eg making sure the office can be reached by public transport, is wheelchair and stroller accessible, displaying information in relevant community languages)
- **Courtesy** – politeness and respect (eg being pleasant, treating applicants in distress with dignity)

- **Effective communication** – listening and using language that is understandable (eg communicate the policies and procedures of the organisation; listen carefully to what clients say they need)
- **Credibility** – trustworthiness and believability (eg providing verbal and written information about the service that accurately reflects what is available)
- **Provision of security** – freedom from danger, risk or doubt (eg confidentiality is maintained with respect to tenant's personal files, security of tenure is protected, neighbourhood disputes are dealt with promptly.
- **Understanding** – making an effort to understand the real needs (eg how a situation of domestic violence might affect a tenant's pattern of rent payment)
- **Provision of high quality 'tangibles'** – the condition of the housing and the office will be of a high standard (eg meeting housing needs by the allocation of an appropriate dwelling, keeping the reception area clean and welcoming).

FOSTER TENANT INVOLVEMENT

What the Code of Practice for Housing Associations says:

Tenant Involvement

The association is committed to tenant involvement in all aspects of its activity, and will promote the interests of tenants and those in the community who seek and require access to affordable housing.

Tenants may be involved in the planning, delivery, evaluation and management of our services. The aim of tenant involvement should be to maximise individual satisfaction with the service for all our clients, not just those who are themselves participating.

The involvement of one group of tenants can result in the exclusion or dis-empowerment of other tenants, so care must be taken to ensure that there are no unforeseen and unwanted outcomes. Participation should be neither tokenistic nor exploitative.

I will act in ways that foster appropriate tenant involvement including:

- Informal feedback on an individual level
- Input into formal consultations or advisory committees
- Control and decision making about the management of their own dwelling or block
- Control and decision making about policies and activities of the organisation through membership of sub committees
- Control and decision making about the organisation through membership of the management group

- Formal feedback through satisfaction surveys, evaluations, suggestion boxes etc

ACT RESPONSIBLY TOWARDS OUR COMMUNITY

What the Code of Practice for Housing Associations says:-

Community responsibility – The association recognises its responsibilities in meeting the housing needs of the community it serves and in playing a role in the broader development of a successful housing association sector in NSW.

Our organisation is concerned with improving housing opportunities for our whole community, not only existing tenants and applicants.

I am committed to taking a responsible approach to the needs of the whole community. I will encourage and take part in activities such as:-

- Participation in social housing planning
- Using the services of the Federation of Housing Associations
- Working co-operatively with non-housing services to develop referral networks and co-ordinated service delivery
- Developing a profile as the professional community housing provider for the local area and offering fee for service housing management services to non-specialist housing providers
- Identifying opportunities for housing partnerships and stock transfers
- Conducting a housing needs study to identify gaps in service provision and seeking funds to develop housing that would meet these needs
- Reviewing access policies regularly to ensure all groups in housing need in the community are able to access our organisation's services

TAKE PERSONAL AND COLLECTIVE RESPONSIBILITY

For our organisation to achieve its objectives, every individual must take responsibility for their own conduct. Each person must be mindful of the conduct of others and of their responsibility to ensure our collective effort creates an effective and healthy organisation. This includes looking after ourselves and each other, doing the job with good humour and sensitivity but knowing our limitations and always acting in ways that minimise risks to ourselves, others in the organisation and the organisation itself.

Approved by Board 15 May 2007

8.3 EQUAL ACCESS AND EQUAL OPPORTUNITY STATEMENT

PURPOSE

Non-discriminatory employment and service delivery policies are essential for us to meet the objectives of our organisation:

- Successful staffing and management practices require equity of opportunity in the selection and treatment of everyone involved in the organisation, including staff, management, contractors and suppliers.
- High quality service delivery requires equity of access to housing, and to all housing management and support services, and equity of opportunity for applicants and tenants in the way these services are delivered.

EXPECTED BEHAVIOUR

Equal access and equal opportunity cannot be achieved without the full support of all people in our organisation. It is expected that all staff and management members will:

- Take responsibility for fair, non-discriminatory behaviour in all dealings with each other and with clients
- Assist in the development of policies and procedures that facilitate equitable treatment of all people who are part of or who come into contact with our organisation
- Act with respect for the diversity of Australian society and have particular regard for those groups within our community that have traditionally experienced disadvantages or been marginalised or discriminated against.

SOCIAL JUSTICE

Social Justice is doing what is right and fair in the planning and delivery of services and the distribution of resources to the difference sections of our community.

We will deliver our services, manage our organisation and use our resources to correct imbalances in the treatment of groups in society who experience discrimination and disadvantage.

We will achieve our social justice objectives by putting in place policies that:

- Take special account of disadvantage and discrimination when planning services, developing policies and employing staff and electing management members.

- Reduce the effects of marginalisation by targeting services where they are most needed and developing inclusive strategies
- Positively discriminate in favour of disadvantaged groups in resource allocation and service delivery
- Promote the interests of disadvantaged and marginalised groups to others who could make a difference
- Prevent inaccuracies and distortions of fact that can lead to intolerance and discrimination through appropriate information collection and exchange within the organisation
- Ensure staff and management are able to implement these policies, through adequate training and support

DISCRIMINATION

Discrimination - is treating someone unfairly or harassing them because of fixed, biased or stereotyped views about their race, age, background, disability, gender, sexuality, etc

Harassment - is unwelcome behaviour that makes a person feel threatened, offended, humiliated, embarrassed or intimidated.

Discrimination is often unlawful and always undesirable. It will not be tolerated by our organisation.

The law gives a base line protection for people who are discriminated against. It is illegal in NSW to treat someone unfairly, or harass them or allow them to be treated unfairly or harassed, because they (or someone they are associated with) is of a particular

- Gender (or if they are pregnant)
- Race, colour, ethnic or ethno-religious background, descent or nationality
- Marital status
- Disability (including past, present or future physical, intellectual or psychiatric disability, learning disorder or any organism capable of causing disease – for example HIV)
- Sexuality (actual or presumed homosexuality)
- Age

Discrimination is against the law in NSW:

- In most types of employment
- When a person gets or tries to get most types of services
- When a person rents or tries to rent accommodation
- When a person applies to or is studying in any state government education institution
- When a person tries to enter or join a registered club or is inside one

It is also against the law to

- Have any rule or policy that disadvantages these groups in any of the paces listed above
- Treat someone unfairly because they have made a complaint about discrimination or harassment

WHAT WE WILL DO TO PREVENT DISCRIMINATION

There are three levels at which we are concerned with matters of discrimination:

- What is legally allowed under State and Federal law
- What is socially and morally acceptable
- What is consistent with our intended outcomes

We will not allow

- Unlawful discrimination – that is discrimination against a person on the basis of their sex, marital status, age, race, disability, homosexuality, or who they associate with
- Other unacceptable discrimination – including : elitism (discrimination on the basis of a person’s class background, or the job they do, or their education); making unfair assumptions about a person because of where or how they live or something they have done (eg former public housing tenant, drug user, ex-prisoner), intolerance about a person’s religious, political or personal beliefs

We will not allow prejudice or stereotyped views to influence us in relation to who we house or how we treat people we have housed.

We will foster a culture of tolerance and create an organisation where staff, management and clients can have a positive attitude to other people, allowing beliefs, opinions and personal identities different to their own to exist without any interference or discrimination.

We will not indirectly discriminate, that is we will not have any requirement, rule or policy that results in disadvantaging one group compared to another (unless it can be shown that the rule is “reasonable in the circumstances”).

We will immediately correct any unintentional discriminatory policy, practice or behaviour – for example the use of discriminatory language that stereotypes someone or is derogatory.

From the start of their tenancy all tenants will be informed of the laws that exist to protect their rights and the procedures by which they can make a complaint if they believe the law has been broken.

We will make every effort to ensure our policies are adequate in their coverage and consistent with each other in matters of social justice, equal access and equal opportunity.

Not discriminating means that we will give everyone equal opportunity and equality of access.

Equal access is when the physical and 'cultural' characteristics of an organisation make it easy for everyone to use its services.

Equal opportunity is giving everyone a 'fair go' and not discriminating unfairly.

Equal opportunity and equal access are what disadvantaged groups get when there is no discrimination. For example, Equal Employment Opportunity (EEO) is when we make sure we are not directly or indirectly discriminating against employees, and do not allow harassment or discriminatory behaviour in the workplace. Our EEO statement is a public statement that we take anti-discrimination seriously, and that every attempt will be made to prevent discrimination happening and to take action to stop it if it does happen.

WHAT WE WILL DO ABOUT EQUAL ACCESS AND EQUAL OPPORTUNITY

We will promote equality of access and opportunity in all areas of our operations:

- Employment of our staff
- Composition of our management body
- Purchase of goods and services
- Delivery of services to applicant and tenants
- Relationships with other agencies and services

Equality of opportunity will be available to all staff, management members and tenants, and to all applicants for jobs, management positions and housing.

Offering equal access to our services means

- We follow anti-discrimination laws and make sure that everyone working in or managing the organisation understands and follows them too; or
- We have policies and procedures that successfully ensure equality of access in all areas of our service delivery and management (for example, identifying and removing barriers to access and keeping statistics to monitor access for certain groups)

Some of the ways that we will ensure that discrimination does not happen, even unwittingly, are:

- Making the office accessible in terms of its location, physical access, opening hours and appointment systems
- Making the reception area welcoming
- Being sensitive to issues of communication for different groups within our community
- Establishing links with specialist and targeted services and support organisations
- Make every effort to have people from a variety of backgrounds and experiences, reflective of our tenant group and broader community, represented in our staff and management.
- Ensure all staff and management area familiar with the detail of our policies and procedures on access to our housing.

Discriminating in favour of particular groups

Discriminating in favour of a previously disadvantaged group can ensure people in those groups have equal access. Equal access strategies may often include affirmative action strategies (also called positive discrimination strategies, or the identification and targeting of priority needs).

Affirmative action is discriminating in favour of groups known to face particular disadvantage in jobs, on committees, in access to services).

The law does allow us to discriminate in favour of some groups over others, in some circumstances. This is where it is obviously appropriate to do so, for example in the case of allocating a vacancy in a house shared by women to a woman.

It is justifiable to target a particular group when this will provide equal access by helping to redress previous disadvantages suffered by that group. For example : identifying serious housing needs amongst young people, and then taking action to welcome young people to the service and prioritise youth issues; targeting a certain number of vacancies over a specified period to Aboriginal people in housing need to redress an inequality in the proportion of Aboriginal people currently housed.

Approved by Board 20 Feb 2007



8.4 COMMITMENT TO THE CODE OF CONDUCT

I have received a copy of the Code of Conduct and read and understood the following sections:

Part 1 – Code of Ethics

Part 2 – Code of Practice

Part 3 – Equal Access and Equal Opportunity Statement

I agree to behave in ways that are consistent with this Code in carrying out my duties on behalf of the organisation, and if I become aware of a breach, to report breaches of this Code of Conduct to the CEO or Board.

I realise that any breach of the Code will be taken very seriously and may lead to disciplinary action if other ways of resolving the breach fail.

NAME: _____

POSITION: _____

SIGNED: _____

DATE: ____/____/____